DOCUMENT RESUME

ED 250 556 CE 040 111

TITLE	Multi-Clerical Skills Employment Competencies.
INSTITUTION	Los Angeles Unified School District, Calif.
PUB DATE	20 Aug 84
NOTE	109p.; For related documents, see CE 040 110-113.
PUB TYPE	Guides - Classroom Use - Guides (For Teachers) (052)
EDRS PRICE	MF01/PC05 Plus Postage.
DESCRIPTORS	Behavioral Objectives; *Business Education; Business English; *Business Skills; *Clerical Occupations; Competence; *Entry Workers; Evaluation Criteria; Filing; *Job Skills; Mathematics Skills; Office Machines; *Office Occupations Education; Office Practice; Secondary Education; Student Evaluation; Test Wiseness; Typewriting
IDENTIFIERS	Business Mathematics

ABSTRACT

This collection of competency statements deals with the eight skill areas in which entry-level general office workers must have competence. Addressed in the individual sections of the volume are the ability to type, to use good business English, to perform business filing, to utilize business math concepts, to use office machines, to understand and perform the functions and duties of various office occupations, to comprehend general office policy, and to complete a variety of office preemployment exams. The eight sections of the guide include subcompetency statement sheets, each of which includes the following: the competency area addressed, a competency statement, a competency indicator, one or more benchmarks, and a list of assessment criteria. (MN)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED250556

MULTI-CLERICAL SKILLS

EMPLOYMENT COMPETENCIES FOR YOUTH

Los Angeles Unified School District

Manpower Development Program

August 20, 1984

CE040111

U.S. DEPARTMENT OF EDUCATION
NATIONAL INSTITUTE OF EDUCATION
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official NIE position or policy.

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

B Sandoval

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

PREFACE

The Multi-Clerical Skills Competencies are presented in eight competency statements, or training goals, shown as follows:

(1) The ability to type.

(2) Knowledge of business filing.

(3) Knowledge of business English.

(4) Knowledge of business math concepts.

(5) The ability to use office machines.

(6) Knowledge of the functions and duties of various office occupations.

(7) Understanding general office policies.

(8) The ability to complete a variety of office pre-employment exams.

Each competency statement is further developed by several "indicators" or performance objectives. Indicators are then defined by "benchmark" statements which are specific tasks. The benchmark, or task, is followed by an assessment statement which establishes the criteria that qualifies as the attainment of the indicator, (performance objective).

SELECTION OF COMPETENCIES

A review of the work histories of youth entering the Multi-Clerical Skills training program established that students fell into three groups; (1) youth with no work experience, (2) youth with limited work experience, or (3) youth with non-related work experience. Consequently, it was determined that employment preparation must focus on instruction that enables a participant to qualify for job placement in an entry level position as a general office worker.

VALIDATION OF COMPETENCIES

Data collected from Los Angeles Unified School District's Skill Center instructors and placement counselors formed a consensus opinion which determined the essential skills required to qualify for work in an office setting. The competencies define those skills. These competencies do not reflect pre-employment and work maturity skills because those have been identified as a separate Competency Area. Instructors do teach pre-employment and work maturity skills which are inclusive to Multi-Clerical training programs.

ACKNOWLEDGEMENTS

Appreciation is extended to the Los Angeles Unified School District's Skill Center Coordinators, counselors and instructional staff who have provided their time and cooperation during the research and data collection stages of this project.

Grateful acknowledgement is made of Cinda Stites and Pauline Ramirez for the time they have contributed to identify and write the attached materials.

Further acknowledgement is due the Word Processing trainees currently enrolled in the Skill Center program who have assisted in the production of this material.

Table of Contents

Typewriting 1

Filing 31

English 45

Math 55

Office Equipment 68

Office Occupations 81

Office Policy 93

Office Tests 100

TYPEWRITING

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of the main parts of the typewriter.

BENCHMARK: The trainee identifies the main parts of the typewriter.

ASSESSMENT: The trainee includes on a list the following parts of the typewriter:

1. backspace key
2. carriage (typebar machine only)
3. carriage release (typebar machine only)
4. carriage return (typebar machine only)
5. carrier (element machine only)
6. carrier return (element machine only)
7. element (element machine only)
8. express key
9. line space selector
10. margin release
11. margin scale
12. margin stops
13. on-off switch (electric machine only)
14. paper bail
15. paper guide
16. paper release
17. platen
18. platen knobs
19. platen release lever
20. printing point
21. printing point indicator
22. shift key
23. shift lock key
24. space bar
25. tab/tabulator
26. tab clear
27. tab set
28. variable line spacer

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates paper handling procedure.

BENCHMARK: The trainee inserts and removes paper from the typewriter.

ASSESSMENT: The trainee:

1. Confirms the paper guide setting.
2. Pulls the paper bail forward or up.
3. With the left hand, places the paper behind the platen and against the paper guide; with the right hand, turns the right platen knob to draw in the paper.
4. Aligns the left edges of the front and the back of the paper against the paper guide.
5. Places the paper bail back against the paper.
6. Adjusts the paper bail rollers evenly across the paper.
7. Turns the right platen knob until only ¼ inch or so of the paper shows above the bail.
8. Removes the paper by drawing the paper bail forward or up; engages the paper release and draws out the sheet of paper; returns the paper release to the normal position.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates keyboarding ability.

BENCHMARK: The trainee places fingers in the correct home-key position.

ASSESSMENT: The fingers of the trainee's left hand are placed over the asdf keys and the fingers of the trainee's right hand are placed over the jkl; keys.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates correct typewriting posture.

BENCHMARK: The trainee uses appropriate posture at the typewriter.

ASSESSMENT: The trainee sits as follows:

1. Head erect.
2. Eyes on copy.
3. Back straight.
4. Shoulders level.
5. Body a handspan from the typewriter and centered opposite the J key.
6. Feet on the floor.
7. Fingers curved.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of line spacing.

BENCHMARK: The trainee identifies the number of blank spaces between lines when the line space selector is set at:

1. 1 for single-spacing,
2. 2 for double-spacing, and
3. 3 for triple-spacing.

ASSESSMENT: The trainee states the following:

1. Single-spaced copy has no blank lines.
2. Double-spaced copy has one blank line space between lines.
3. Triple-spaced copy has two blank line spaces between lines.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of pica and elite type styles.

BENCHMARK: The trainee identifies the number of spaces per inch for each type style.

ASSESSMENT: The trainee states the following:

1. There are 12 elite spaces to an inch.
2. There are 10 pica spaces to an inch.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of standard paper size.

BENCHMARK: The trainee identifies standard paper size, the number of line spaces, and the number of character spaces available.

ASSESSMENT: The trainee states that the standard paper size is 8½ x 11 inches and when used short side up there are:

1. 6 line spaces per vertical inch.
2. 66 vertical line spaces per sheet of paper.
3. 12 elite character spaces per inch.
4. 102 elite character spaces per sheet of paper.
5. 10 pica character spaces per inch.
6. 85 pica character spaces per sheet of paper.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates keyboarding ability.

BENCHMARK: The trainee keyboards copy containing:

1. letter keys,
2. figure keys, and
3. basic symbol keys.

ASSESSMENT: The trainee keyboards without error copy containing all the typewriting keys.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to keyboard with speed and accuracy.

BENCHMARK: The trainee shall keyboard with speed and accuracy on timed writings.

ASSESSMENT: The trainee keyboards within 30- to 40-words per minute with:

1. No more than one error on a one-minute timed writing.
2. No more than three errors on a 3-minute timed writing.
3. No more than five errors on a 5-minute timed writing.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to proofread.

BENCHMARK: The trainee proofreads for accuracy.

ASSESSMENT: The trainee circles omissions or errors found on production assignments. The trainee:

1. Reviews any special instructions.
2. Checks assignment and determines if material is properly placed in an attractive manner.
3. Looks for omissions or errors.
4. Reads for understanding.
5. Reads from the original, the co-worker follows the typewritten copy (line by line).
6. Double checks names, figures, addresses, amounts, and dates.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of error correction procedures.

BENCHMARK: The trainee makes error corrections according to the following:

1. Uses correction products;

   a. an eraser and eraser shield,
   b. correction paper,
   c. correction liquid,
   d. correction tape, or
   e. a correcting typewriter.

2. If an error has been made in a word by omitting a letter, the word is corrected by "squeezing" in the omitted letter within the space.

3. If an error has been made in a word by putting in to many letters, the word is retyped in the same space by "spreading" the letters.

ASSESSMENT: The corrections on the trainee's production assignments are neat.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type from varied copy.

BENCHMARK: The trainee types from copy that is:

1. typewritten,
2. handwritten, and
3. rough-draft copy.

ASSESSMENT: The trainee accurately completes production assignments from typewritten, handwritten, and rough-draft copies.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to center copy.

BENCHMARK: The trainee arranges copy centered vertically with each line centered horizontally.

ASSESSMENT: The trainee:

1. Arranges headings according to the following procedure;
   a. backspaces from center of the paper, once for each two characters or spaces in the heading,
   b. does not backspace for an odd or leftover stroke at the end of the line, and
   c. types the heading where backspacing ends.
2. Arranges headings according to the following line spacing guidelines;
   a. double spaces between main and secondary headings,
   b. single spaces a two line heading,
   c. triple spaces between main headings and column headings (or first line of the columns), and
   d. double spaces between column headings and the first line of the columns.
3. Determines the exact top margin according to the following procedure;
   a. counts the line spaces needed,
   b. subtracts lines needed from 66 for a full or 33 for a half sheet,
   c. divides remainder by two (the trainee disregards any fractions), and
   d. if the copy is to be typed in reading position, the trainee subtracts two from the lines determined for the top margin.
4. Arranges columns horizontally according to the following procedure;
   a. from center of the paper backspaces once for each two characters and spaces in the longest line of each column, then for each two spaces to be left between columns,
   b. sets left margin where backspacing stops,
   c. disregards any leftover stroke, and
   d. sets tabs by spacing forward the length of the longest line of each column and spaces to be left between the columns.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to determine the center of varied paper sizes.

BENCHMARK: The trainee identifies the formula for determining the horizontal center of the paper.

ASSESSMENT: The trainee states:

Scale reading at left edge of the paper
+ Scale reading at right edge of the paper

Total (divided by) 2 = center point.

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates full use of the set line of writing.

BENCHMARK: The trainee types a paragraph of copy using the bell cue as a signal to return carriage.

ASSESSMENT: When the bell cue rings the trainee either:

1. Releases the margin, if necessary, and

   a. completes the word, or
   b. divides the word.

2. Returns.

3. Completes the word and returns.

4. Spaces once and types a word of one to four letters and returns.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to plan and set margin stops.

BENCHMARK: The trainee plans and sets margin stops for 50-, 60-, and 70-space lines.

ASSESSMENT: The trainee sets the following margin stops:

1. Elite type style size;

   a. For a 50-space line, sets the left margin stop at 25 and the right at 80.
   b. For a 60-space line, sets the left margin stop at 20 and the right at 85.
   c. For a 70-space line, sets the left margin stop at 15 and the right at 90.

2. Pica type style size;

   a. For a 50-space line, sets the left margin stop at 17 and the right at 72.
   b. For a 60-space line, sets the left margin stop at 12 and the right at 77.
   c. For a 70-space line, sets the left margin stop at 7 and the right at 82.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to format and type letters.

BENCHMARK: The trainee types letters according to the following letter styles:

1. Block
2. Modified block
3. Modified block, indented paragraph
4. AMS Simplified

ASSESSMENT: The trainee formats the letters according to the following guidelines:

1. Types the block letter with all lines beginning at the left margin.
2. Types the modified block letter with the date and closing lines beginning at the horizontal center of the paper.
3. Types the modified block letter with the date and closing lines beginning at the horizontal center of the paper with paragraphs indented.
4. Types the AMS Simplified letter with;
   a. all lines at the left margin,
   b. the address typed three blank lines below the date,
   c. the salutation and complimentary close are omitted,
   d. subject line in all capital letters, triple-spaced above and below it, and
   e. the writers name and title in all caps at least three blank line spaces below the letter body.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of letter feature placement.

BENCHMARK: The trainee will demonstrate the ability to type letter features in the correct position.

ASSESSMENT: The trainee places letter features according to the following guidelines:

1. Leaves four line spaces between the date line and the letter address.
2. Double-spaces between the letter address and the salutation.
3. Types the subject line a double space below the salutation, centered, at the left margin, or at the paragraph point.
4. Double-spaces between the salutation and the body of the letter.
5. Double-spaces between paragraphs.
6. Single-spaces paragraphs.
7. Double-spaces between the body of the letter and the complimentary close.
8. Returns four times between the complimentary close and the typed name (and title).
9. Double-spaces between the typed name and the initials of the typist.
10. Double-spaces between the initials and the enclosure notation.
11. Double-spaces between the enclosure notation and the carbon copy notation.
12. Types attention line a double-space below city/state line, at the left margin.
13. Types airmail (registered, certified) a double-space below the date line at the left margin in all caps.
14. Types postscript a double space below the last item at the end of the letter.
15. Types company name in the closing line in all caps a double space below the complimentary close.
16. Types listed enclosures on succeeding lines below the enclosure notation indented three spaces from the left margin.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to format and type letters.

BENCHMARK: The trainee determines letter placement for short, average, and long letter classifications.

ASSESSMENT: The trainee chooses margin settings and date line position for the different letter classifications.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to format and type a two-page letter.

BENCHMARK: The trainee types a two-page letter.

ASSESSMENT: The trainee types the following on the second page:

1. At least two lines of the body of the letter.
2. A block or horizontal heading (includes name, page #, and date).
3. Follows the heading with a triple space.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to fold a letter for envelope insertion.

BENCHMARK: The trainee folds a letter for small, large, and window envelopes.

ASSESSMENT: The trainee folds letters according to the following guidelines:

1. For a small envelope, folds the letter with the letter face up; folds bottom up to ½ inch from top; folds right third to left; folds left third to ½ inch from last crease; inserts the last creased edge first.

2. For a large envelope, folds the letter with the letter face up; folds slightly less than 1/3 of sheet up toward top; folds down top sheet to within ½ inch of bottom fold.

3. For window envelopes, folds the letter with sheet face down, top toward trainee, folds upper third down; folds lower third up so address is showing.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type envelopes.

BENCHMARK: The trainee types the address and return address on large and small envelopes.

ASSESSMENT: The trainee formats and types envelopes according to the following guidelines:

1. Places the address for;
   a. a large envelope 4 inches in from the left edge and 2½ inches from the top.
   b. a small envelope 12½ inches from the left edge and 2 inches from the top.
2. Types the address in block style.
3. Types addressee notation a triple space below the return address and three spaces from the left edge.
4. Types mailing notation in all caps below the stamp and at least three line spaces above the address.
5. Types attention line below the company name in the address.
6. Types return address in the upper left corner, second line space from the top edge and three spaces from the left edge.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee will demonstrate the ability to format and type reports.

BENCHMARK: The trainee will type reports using the following report styles:

1. unbound,
2. leftbound, and
3. topbound.

ASSESSMENT: The trainee types reports according to the following:

1. Either single- or double spaces.
2. Uses an approximate 1-inch bottom margin.
3. Uses 1-inch top and side margins on all pages with the following exceptions;
   a. top margin on the first page of unbound, leftbound, and top bound reports.
   b. second and succeeding pages of a topbound report.
   c. the left margin on all pages of a leftbound report.
4. Types headings and subheadings according to the following;
   a. centers main headings over the line of writing in all caps followed by two blank lines.
   b. types side headings even with the left margin, underlined, and preceded by two and followed by two blank line spaces.
   c. indents and underlines paragraph headings.
5. Page numbering as follows;
   a. if the first page is numbered, centers the number ½ inch from the bottom edge.
   b. types succeeding page numbers on the fourth line in the upper right corner, approximately even with the right margin.
6. Types the title page with the title centered over the line of writing 2½ inches from the top edge.
7. Types the report bibliography according to the following;
   a. types the top margin the same as page one.
   b. sets other margins as in the report style.
   c. centers the title above the line of writing.
   d. begins the first line of each entry at the left margin.
   e. indents additional lines five spaces.
   f. single spaces each entry.
   g. double spaces between entries.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type informational and interoffice memorandums.

BENCHMAR: The trainee types memorandums on full, half sheet, and varied letterhead.

ASSESSMENT: The trainee types the memorandums according to the following guidelines:

1. Spaces twice after the printed headings to type heading items.
2. Omits personal titles from the heading.
3. Omits salutation and complimentary close.
4. Triple spaces between the heading and the message.
5. Includes reference initials.
6. If letterhead is not used, the trainee types the headings according to the following;
   a. indents five spaces and types "TO:"
   b. indents three spaces and types "FROM:"
   c. indents three spaces and types "DATE:"
   e. indents 0 spaces and types "SUBJECT:"

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to format and type an outline.

BENCHMARK: The trainee types an outline using roman numerals, first-order, and second-order subheadings.

ASSESSMENT: The trainee types the outline according to the following:

1. Headings

   a. Types the title of the outline in all caps (maybe underlined).
   b. Types major headings in all caps (not underlined).
   c. Capitalizes important words of first-order subheadings.
   d. Capitalizes only the first word of second-order subheadings.

2. Horizontal Spacing

   a. Centers the title over the line of writing.
   b. Aligns periods.
   c. Aligns subsequent levels of subheadings beneath the first word of the preceding heading followed by two spaces.

3. Vertical Spacing

   a. Follows the title with two blank lines.
   b. Precedes and follows major headings (except the first) with one blank line space.
   c. Single spaces all subheadings.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type common business forms.

BENCHMARK: The trainee types purchase orders and invoices.

ASSESSMENT: The trainee types purchase orders and invoices according to the following guidelines:

1. Begins items two spaces from the ruled line.
2. Single spaces items in the description column unless there are three or fewer lines.
3. If an item is more than one line, indents the second and succeeding lines three spaces.
4. Underlines the last item in the total column, double spaces and types the total.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type file index cards.

BENCHMARK: The trainee types file index cards.

ASSESSMENT: The trainee types file index cards according to the following guidelines:

1. Types the name of the individual or company on the third line below the top edge of the card and beginning three spaces from the left edge.

2. Types the name in reverse order;

   a. family name first,
   b. given name or initial second, and
   c. middle name or initial last.

3. Types the address in postal order four line spaces below the name.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates the ability to type labels.

BENCHMARK: The trainee types address and file folder labels.

ASSESSMENT: The trainee types labels according to the following guidelines:

1. Address labels;

   a. in postal order,
   b. on the second line from the top edge, and
   c. three spaces from the left edge.

2. File folder labels;

   a. sequences the address as follows;
      1) the name of the individual or company,
      2) city, state, and zip code, and then
      3) the local address.

   b. types the address on the second line from the creased folding edge, three spaces from the left edge.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to type.

INDICATOR: The trainee demonstrates knowledge of basic electronic typewriter functions.

BENCHMARK: The trainee identifies electronic typewriting functions.

ASSESSMENT: The trainee lists the following automatic features:

1. centering
2. underlining
3. carrier return
4. left margin indention
5. error correction
6. paper feed

FILING

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the use of coding notation for personal and business names.

BENCHMARK: The trainee marks the indexing units in a name to indicate the order in which those units are to be considered in filing.

ASSESSMENT: The trainee:

1. Marks off the units with diagonal lines.
2. Underlines the first indexing unit.
3. Numbers the remaining units by writing above them the numbers that indicates their order of importance in filing.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the use of numeric coding notation.

BENCHMARK: The trainee marks the appropriate code notation on the document to indicate the order in which they are to be considered in filing.

ASSESSMENT: The trainee codes the document according to the following guidelines:

1. Codes by writing the letter "M" in the upper right-hand corner of the document if the document is to be filed in the miscellaneous alphabetic file.

2. Codes by writing the number assigned to the document in the upper right corner of the document.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to write names in filing order.

BENCHMARK: The trainee writes names in filing order that are listed in their natural order.

ASSESSMENT: The trainee writes names with the first indexing unit written first, the second indexing unit written second, and so on.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to sort documents.

BENCHMARK: The trainee identifies the process involved in rough sorting and fine sorting in alphabetic correspondence filing.

ASSESSMENT: The trainee states the steps involved in sorting as follows:

1. In rough sorting, the documents are
   a. divided into stacks of alphabetic units according to the first letters of the primary units in the names (for example, five stacks: A-D, E-H, L-M, N-S, T-Z)
   b. for each stack, documents are then sorted into single alphabetic units (for example, A,B,C...).
2. In fine sorting, the documents in each stack are sorted alphabetically.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to sort documents.

BENCHMARK: The trainee identifies the process involved in sorting for numeric filing.

ASSESSMENT: The trainee states that documents are sorted,

1. first by hundreds,
2. then by tens, and
3. finally by units.

Also that documents coded "M" are placed in a separate pile.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to file personal names alphabetically.

BENCHMARK: The trainee arranges personal names in correct alphabetic order from A to Z.

ASSESSMENT: The trainee indexes and arranges personal names in correct order according to the following guidelines:

1. Units are arranged in the following filing order;
   a. the surname,
   b. the given name or initial, and then
   c. the middle name or initial.
2. All abbreviations are treated as words.
3. Titles and degrees preceding a complete personal name are placed in parentheses after the name for identification purposes.
4. If a title precedes only one name or only a given and a middle name, the title is indexed as the first indexing unit.
5. Surname particles are indexed as part of the surname unit.
6. Compound names are indexed as two indexing units.
7. The last part of a unusual name as written, is indexed as the surname.
8. Addresses are used to determine order when the full names of two or more individuals are identical. The addresses are considered in the following order;
   a. city names,
   b. state names,
   c. street names, and
   d. numeric order of house or building numbers.
9. The legal name of a married women is used, either;
   a. her first name and maiden surname with her husband's surname, or
   b. her first and middle names with her husband's surname.
10. Seniority titles in identical names are used to determine order.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to file business names alphabetically.

BENCHMARK: The trainee arranges business names in correct alphabetic order from A to Z.

ASSESSMENT: The trainee indexes and arranges business names in correct order according to the following guidelines:

1. Names not including personal names are indexed in their natural order.
2. Names including personal names are indexed with surname appearing first, then first name and middle name or initial.
3. Minor words are enclosed in parentheses (a preposition as first word excepted).
4. Single letters are indexed as separate units.
5. Numbers are indexed as one indexing unit in spelled-out form.
6. Parts of a compound name joined by a hyphen are indexed as separate indexing units.
7. Location names and addresses are considered when the names of two or more businesses are identical.
8. Titles are indexed as separate units.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to place processed documents in the alphabetic filing system.

BENCHMARK: The trainee places documents in the appropriate folder.

ASSESSMENT: The trainee places documents in the appropriate folder according to the following guidelines:

1. Locates the desired file drawer or shelf by examining labels or markers.
2. Scans the primary guides to locate the major alphabetic division needed.
3. Checks the alphabetic section to see if there is an individual or special folder for the document being filed; and if there is such a folder, files the document in it.
4. If there is no individual or special folder for the document, files the document in the miscellaneous folder for the section.
5. Places the document in the folder according to the following guidelines;
   a. letterhead or inside address is at the left side.
   b. writing is facing forward.
   c. in an individual folder, arranged according to date of writing, with the most recent date at the front.
   d. in a special folder, arranged in alphabetic order according to the units in the names. When two or more documents are for the same individual or company, arranged according to date with the latest document placed in front.
   e. in a miscellaneous folder, placed in alphabetic order according to the units in the names concerned, and then according to date of writing in each name group, with most recent document at the front of the group.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrate the ability to file numerically.

BENCHMARK: The trainee arranges a series of numbers in numerical sequence using the following methods:

1. Consecutive Number Filing
2. Terminal Digit Filing
3. Middle Digit Filing

ASSESSMENT: The trainee arranges the number series from the smallest to the largest number for each of the filing methods.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates an understanding of numeric system components.

BENCHMARK: The trainee states the four system components.

ASSESSMENT: The trainee identifies the component parts as:

1. miscellaneous alphabetic folders,
2. individual numeric folders,
3. an accession register, and
4. a card file.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to place processed documents in the numeric filing system.

BENCHMARK: The trainee places documents in the appropriate folder.

ASSESSMENT: The trainee places documents in folders according to the following guidelines:

1. All documents bearing code numbers are placed in folders bearing those same numbers.
2. If two or more documents have the same code number, they are placed in the folder according to date, with the latest date in front.
3. All documents coded "M" are placed alphabetically in the miscellaneous alphabetic section of the file.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to file using the Dewey Decimal System.

BENCHMARK: The trainee:

1. Places in sequential order a group of decimal numbers.
2. Adds the appropriate decimal number within a sequence of numbers for file expansion.

ASSESSMENT: The trainee arranges the numbers from the smallest to the largest number according to strict numerical sequencing.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business filing.

INDICATOR: The trainee demonstrates the ability to use cross-reference notation.

BENCHMARK: The trainee identifies appropriate cross-referencing notation.

ASSESSMENT: The trainee identifies correct cross-referencing notation as follows:

1. an "X" is placed on the cross-reference to indicate that the sheet or card is a cross-reference rather than an original, and

2. the word "SEE" is used to identify the name or title under which the piece of correspondence or original card is filed.

ENGLISH

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates the ability to recognize and compose a complete sentence.

BENCHMARK: The trainee:

1. Identifies the parts of a complete sentence.
2. Composes the following types of sentences;
   a. declarative
   b. interrogative
   c. exclamatory
   e. imperative

ASSESSMENT: The trainee states that a complete sentence must have a subject and a verb.

The trainee composes and writes a sentence for the different sentence types.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates the ability to punctuate.

BENCHMARK: The trainee punctuates using the following punctuation marks:

1. period
2. comma
3. semicolon
4. question mark
5. exclamation point
6. colon
7. dash
8. hyphen
9. parentheses
10. apostrophe
11. quotation marks

ASSESSMENT: The trainee supplies the correct punctuation in given text.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates the ability to capitalize.

BENCHMARK: The trainee adds the necessary capital letters to several paragraphs of lower case text.

ASSESSMENT: The trainee successfully capitalizes:

1. The first word of every sentence.
2. The pronoun "I".
3. The days of the week, the months, and holidays.
4. Proper names, abbreviations of proper names, and proper objectives.
5. Important events and documents.
6. Principal words in the titles of books or magazines.
7. The first word of every line of poetry.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates the ability to choose appropriate words to convey a thought.

BENCHMARK: The trainee makes choices between the following words:

1. who's and whose
2. it's and its
3. their and there
4. good and well
5. in and into
6. almost and most
7. beside and besides
8. sure and surely
9. real and very
10. to, too, and two
11. then and than
12. among and between
13. like and as
14. as- as and so - as

ASSESSMENT: The trainee successfully chooses among the above word choices.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates knowledge of the eight classifications, or parts, of speech.

BENCHMARK: The trainee identifies the following:

1. nouns
2. pronouns
3. verbs
4. adjectives
5. adverbs
6. prepositions
7. conjunctions
8. interjections

ASSESSMENT: The trainee correctly lists and defines the above classifications.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates the ability to use business abbreviations.

BENCHMARK: The trainee identifies:

1. two-letter zip code abbreviations for states, and
2. common abbreviations for business forms.

ASSESSMENT: The trainee lists from memory state abbreviations and common business term abbreviations.

The trainee states the following:

1. Abbreviations should be avoided in business letters and memos (except courtesy titles, zip codes, and a.m. and p.m.).
2. Abbreviations are common in business forms.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee shall increase business vocabulary.

BENCHMARK: The trainee familiarizes himself with terms peculiar to the following categories:

1. accounting
2. banking and finance
3. insurance
4. marketing and transportation
5. real estate
6. legal
7. medical
8. scientific

ASSESSMENT: The trainee provides definitions for terms from each of the above mentioned categories.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee increases the ability to spell.

BENCHMARK: The trainee identifies the rules for the following problem areas:

1. pluralizing nouns
2. consonant-beginning suffixes
3. double letter words
4. vowel-beginning suffixes
5. problematical vowel sounds
6. problematical consonant sounds

ASSESSMENT: The trainee states the rules for the above problem areas.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of basic elements of modern business English.

INDICATOR: The trainee demonstrates increased awareness of common spelling exceptions.

BENCHMARK: The trainee memorizes commonly misspelled words which defy classification by the following method:

1. examines the sequence of letters,
2. spells the word aloud,
3. writes the word from memory,
4. checks it, and rewrites the word if necessary.

ASSESSMENT: The trainee writes from memory a list of commonly misspelled words.

MATH

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of fundamental arithmetic.

INDICATOR: The trainee demonstrates the ability to compute arithmetic problems.

BENCHMARK: The trainee solves math problems involving computations of addition, subtraction, multiplication, and division of whole numbers.

ASSESSMENT: Given a set of arithmetic problems, the trainee correctly solves problems demonstrating the ability to complete work with speed and accuracy. Instructor's approval indicates satisfactory completion.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of fundamental arithmatic.

INDICATOR: The trainee demonstrates the ability to compute arithmatic problems.

BENCHMARK: The trainee solves math problems involving computations of fractions.

ASSESSMENT: Given a set of problems involving fractions, the trainee correctly solves problems demonstrating the ability to:

1. Change fractions to the equivalent fraction.
2. Find the lowest common denominator.
3. Add, subtract, multiply, and divide common fractions.
4. Cancel out fractions.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of fundamental arithmetic.

INDICATOR: The trainee demonstrates the ability to compute arithmetic problems.

BENCHMARK: The trainee solves math problems involving computations of decimal fractions.

ASSESSMENT: Given a set of problems involving decimal fractions, the trainee correctly solves problems demonstrating the ability to:

1. Read decimals orally.
2. Add, subtract, multiply, and divide decimal fractions.
3. Convert common fractions into decimal fractions.
4. Compare decimal fractions.
5. Ability to "round-off" decimals.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to manage checking accounts and bank records.

BENCHMARK: The trainee:

1. Identifies a deposit ticket, a check, and a checkbook stub.

2. Determines the balance of a ledger.

ASSESSMENT: The trainee:

1. States the following;

   a. A deposit ticket is a record of money put into a checking account.
   b. A check is the record of money taken out of an account.
   c. A checkbook stub is a record of deposits, checks written, and the balance on hand.

2. Determines the balance of a ledger by the following procedure;

   a. Adds deposits and credits to the account.
   b. Subtracts checks, service charges, and interest charges from the account.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to verify inventory.

BENCHMARK: The trainee verifies inventory on stock cards.

ASSESSMENT: The trainee verifies inventory according to the following:

1. checks stock cards,
2. verifies the balance on each date, and
3. notes the date any item falls below its minimum stock amount.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrate the ability to value inventory.

BENCHMARK: The trainee determines inventory value of items, total inventory value, and average inventory value.

ASSESSMENT: The trainee:

1. Multiplies the unit price of each unit by the number of units on hand to determine the inventory value.
2. Adds the inventory values of all items to determine the total inventory value.
3. Divides the total dollar value of all purchases of an item by the total number of units purchased during that period.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to prepare a payroll.

BENCHMARK: The trainee completes a payroll register.

ASSESSMENT: The trainee determines gross, net, overtime, and piecework wages.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to compute percentages.

BENCHMARK: The trainee changes a decimal fraction to its percent form and changes a percent to its decimal form.

ASSESSMENT: The trainee changes a decimal fraction by moving the decimal point two places to the right and adds the percent sign.

The trainee changes a percent by moving the decimal point two places to the left and drops the percent sign.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to compute percentages.

BENCHMARK: The trainee computes the rate and the base.

ASSESSMENT: The trainee determines the base by dividing the percentage by the rate. The trainee determines the rate by dividing the percentage by the base.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates knowledge of retail selling.

BENCHMARK: The trainee identifies the following:

1. markon price
2. retail price
3. selling price
4. markdown price

ASSESSMENT: The trainee states the following:

1. Markon price is the amount added on to the cost price to cover expenses and profit.
2. Retail price is the cost price.
3. Selling price is the cost plus the markon price.
4. Markdown price is a reduction in the selling price.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates knowledge of depreciation charges.

BENCHMARK: The trainee computes depreciation problems using different methods.

ASSESSMENT: The trainee correctly computes depreciation using the following methods:

1. straight-line method
2. declining balance method
3. units-of-output method
4. sum-of-the years'-digit method

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of business math.

INDICATOR: The trainee demonstrates the ability to compute interest.

BENCHMARK: The trainee determines simple and exact interest.

ASSESSMENT: The trainee correctly computes rate of interest using the following:

1. (formula) Interest = Principal X Rate X Time

2. interest table

OFFICE EQUIPMENT

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee will demonstrate knowledge of reprographics processes.

BENCHMARK: The trainee identifies five basic processes of duplication.

ASSESSMENT: The trainee states five duplication processes are as follows:

1. carbon
2. fluid
3. stencil
4. printing
5. photocopy

COMPETENCY AREA: MULIT-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a photocopy machine.

BENCHMARK: The trainee operates the photocopy machine to produce copies.

ASSESSMENT: The trainee:

1. Places originals in appropriate position.
2. Sets the copy counter mechanism.
3. Adjusts darkness of copy.
4. Cleans glass for clearer copies.
5. Loads paper.
6. Adds toner.
7. Removes paper jam.
8. Sets controls for collating.
9. Places letterhead stationary in paper tray.
10. Makes two-sided copies.
11. Maintains a record of copies made.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a fluid duplicator machine.

BENCHMARK: The trainee types a spirit master.

ASSESSMENT: The trainee types the spirit master according to the the following procedure:

1. Removes the protective tissue slipsheet.
2. Inserts the open end of the master unit into the typewriter.
3. Allows a one inch top margin.
4. Pushes rollers of paperbail to the side.
5. Types directly onto the spirit master.
7. Removes the spirit master from the typewriter.
6. Removes the carbon sheet from the spirit master.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a fluid duplicator machine.

BENCHMARK: The trainee makes corrections.

ASSESSMENT: The trainee makes corrections according to the following:

1. Scrapes the carbon from the back of the master.
2. Places a new piece of carbon face-up under the spot where the error was removed.
3. Types the correct letter or letters.
4. Removes the extra piece of carbon.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a fluid duplicator machine.

BENCHMARK: The trainee runs copies on the duplicator machine.

ASSESSMENT: The trainee runs the duplicator machine according to the following procedure:

1. Checks the machine for adequate supply of fluid and adds fluid if necessary.
2. Turns on the fluid feeding mechanism.
3. Places paper on the feed tray.
4. Adjusts the paper guides.
5. Adjusts the receiving paper tray.
6. Sets the pressure control.
7. Sets the counter at zero.
8. Opens the master clamp lever.
9. Inserts the master, carbon side up, in the cylinder.
10. Closes the clamp.
11. Turns on the electric motor and activates the paper feed (or turns the handle clockwise).
12. Runs a few test copies.
13. Completes runoff of copies.
14. Removes the master by opening the clamp lever.
15. Lifts the master off the cylinder.
16. Closes the clamp lever.
17. Stores or discards the master.
18. Turns the machine off.
19. Sets the pressure lever on zero.
20. Turns off the fluid feeding mechanism.
21. Cleans up the work area.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a mimeograph machine.

BENCHMARK: The trainee types a stencil.

ASSESSMENT: The trainee types the stencil according to the following:

1. Places the ribbon control lever on the typewriter in the stencil position.
2. Makes sure typewriter keys are clean and cleans if necessary.
3. Pushes the paper bail rollers to the sides of of paper bail.
4. Inserts the cushion sheet between the stencil sheet and the backing sheet (glossy side up).
5. Inserts stencil pack into the typewriter and straightens the pack using the paper release lever.
6. If an electric typewriter is used, adjusts the pressure regulator.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a mimeograph machine.

BENCHMARK: The trainee makes corrections on the stencil.

ASSESSMENT: The trainee makes error corrections according to the following:

1. Applies a thin coat of correction fluid to each character individually with a vertical brushstroke.
2. Allows the correction fluid to dry.
3. Types over the corrected error.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate a mimeograph machine.

BENCHMARK: The trainee makes copies on the electric mimeograph machine.

ASSESSMENT: Uses the stencil duplicating machine to run copies according to the following:

1. Adjusts the paper on the paper table.
2. Raises the paper table to the correct height for the feed rollers.
3. Adjusts the receiving paper tray.
4. Attaches the stencil pack according to the following;
   a. removes the protective cover on the ink pad,
   b. attaches the stencil pack to the left end of the cylinder by hooking the stencil stub over the stencil hooks,
   c. closes the left clamp,
   d. removes the backing sheet by tearing it from the pack,
   e. lays the stencil smoothly over the ink pad,
   f. eases out any wrinkles, and
   g. attaches the end of the stencil under the right cylinder clamp.
5. Releases the brake.
6. Turns on the motor switch.
7. Raises the feed lever.
8. Sets the copy counter mechanism.
9. Runs a few copies and if necessary adjusts the following;
   a. paper table guide rails and paper,
   b. lateral adjustment lever,
   c. vertical adjustment lever, and
   d. angular adjustment levers.
10. Runs desired number of copies.
11. Turns off the copy counter mechanism and the motor switch.
12. Removes the stencil.
13. Stores or discards the stencil.
14. Covers the ink pad.
15. Places the ink cylinder in the "Stop Here" position.
16. Sets the brake.
17. Cleans the work area.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee operates an electronic printing ten key calculator.

BENCHMARK: The trainee prepares statistical reports using the ten key calculator.

ASSESSMENT: The trainee operates the following calculator features:

1. Clear operations as follows;
   a. clears wrong number entries,
   b. clears the calculator except the memory and item counter,
   c. clears an operation in progress,
   d. clears memory, and
   e. clears the item count.
2. Performs addition, subtraction, multiplication, and division operations.
3. Repeats addition and subtraction using the plus key.
4. Chaines multiplication and division.
5. Computes memory totals and subtotals.
6. Advances the paper feed.

COMPETENCY AREA:	MULTI-CLERICAL SKILLS
COMPETENCY STATEMENT:	The trainee will have the ability to operate office equipment.
INDICATOR:	The trainee operates an electronic printing ten key calculator.
BENCHMARK:	The trainee installs paper and ribbon.
ASSESSMENT:	The trainee removes and installs the machine paper and ribbon according to the manufacture's instructions.

COMPETENCY AREA:	MULTI-CLERICAL SKILLS
COMPETENCY STATEMENT:	The trainee will have the ability to operate office equipment.
INDICATOR:	The trainee demonstrates the ability to operate the transcribing machine.
BENCHMARK:	The trainee demonstrates correct hand position for touch operation of the keyboard.
ASSESSMENT:	The trainee places fingers in home-key position. The trainee places the index finger on the 4 key, the middle finger on the 5 key, and the ring finger on the 6 key.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to operate office equipment.

INDICATOR: The trainee demonstrates the ability to operate the transcribing machine.

BENCHMARK: The trainee transcribes material from a tape.

ASSESSMENT: The trainee transcribes according to the following procedure:

1. Places the tape into the transcribing machine.
2. Puts the headset in place.
3. Positions the foot control or thumb control panel
4. Adjusts the following machine controls;
   a. start switch
   b. tone
   c. volume
   d. speed
5. Listens to the first transcription thought phrase.
6. Types only a portion of the first phrase.
7. Listens to the second thought phrase while completes typing the first phrase.

OFFICE OCCUPATIONS

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies skills required for a General Office Clerk.

ASSESSMENT: The trainee identifies the following skills required for employment as a General Office Clerk:

1. A minimum typing speed of 30 words per minute.
2. The ability to do filing.
3. The ability to answer the telephone.
4. The ability to collate materials.
5. The ability to operate various office machines.
6. The ability to distribute mail.
7. The ability to operate various office machines.
8. The ability to take inventory and the ability to manage inventory.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies typical duties most often done by a General Office Clerk.

ASSESSMENT: The trainee states the following duties:

1. Types various materials, such as routine reports, short memoranda, and finished copy.
2. Proofreads reports, letters, and other materials.
3. Prepares materials for file.
4. Files materials alphabetically and numerically, and locates items in the files.
5. Assembles printed or duplicated materials for distribution.
6. Distributes mail and office supplies.
7. Answers phones.
8. May operate a variety of office machines.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies skills required for a Receptionist.

ASSESSMENT: The trainee identifies the following skills required for employment as a Receptionist:

1. The ability to greet visitors.
2. The ability to answer and use the telephone effectively.
3. The ability to dress appropriate to the business setting.
4. The ability to collate materials.
5. The ability to do filing.
6. The ability to type.
7. The ability to record mail.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies typical duties most often done by a Receptionist.

ASSESSMENT: The trainee identifies the following duties:

1. Answers phones, and provides appropriate information. Connects caller with correct department or person. Screens incoming calls. Takes messages and sees that messages are given to the appropriate person.
2. Greets visitors. Refers the visitor to whom they want to see.
3. Types envelopes, letters, and other "light" typing projects.
4. Assists in maintaining office files.
5. Maintains an appointment book.
6. Represents the business organization in a manner that is compatible to the company.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies skills required for employment as a Clerk Typist:

ASSESSMENT: The trainee identifies the following skills required for employment as a Clerk Typist:

1. The ability to type no less than 40 words per minute.
2. The ability to type various business formats.
3. The ability to type stencils.
4. The ability to collate and distribute materials.
5. The ability to proofread.
6. The ability to answer the telephone.
7. The ability to operate various office machines.
8. The ability to follow office procedures.
9. The ability to compute simple mathematical problems.
10. The ability to spell correctly and use proper punctuation and grammar.
11. The ability to represent the business organization in a manner that is compatible with the company.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies typical duties most often done by a Clerk Typist.

ASSESSMENT: The trainee identifies the following duties:

1. Types letters, bulletins, memoranda, statistical reports, and records.
2. Types stencils.
3. Proofreads reports, letters, bulletins, and other material.
4. Assembles printed or duplicated materials for distribution.
5. Maintains office files.
6. Answers telephone.
7. Operates a variety of office machines.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies skills required for a Secretary.

ASSESSMENT: The trainee identifies the following skills required for employment as a Secretary:

1. The ability to type no less than 50 words per minute.
2. The ability to use the telephone effectively.
3. The ability to take dictation and transcribe dictation notes.
4. The ability to distribute mail.
5. The ability to order office supplies.
6. The ability to follow office procedures.
7. The ability to spell and use correct punctuation.
8. The ability to organize records and files.
9. The ability to file materials.
10. The ability to compose memoranda and letters.
11. The ability to proofread.
12. The ability to supervise clerical staff.
13. The ability to communicate effectively.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies typical duties most often done by a Secretary.

ASSESSMENT: The trainee identifies the following duties:

1. Responds to inquiries about the company by providing authorized information.
2. Schedules appointments for supervisory staff, maintains a calendar, and plans itineraries.
3. Takes dictation and transcribes notes.
4. Screens, sorts, and distributes office mail.
5. Composes routine correspondence.
6. Takes responsibility for timely completion of clerical tasks by planning clerical staff assignments.
7. Performs clerical tasks such as filing, typing, and preparing materials for reproduction.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies skills required for a Word Processor.

ASSESSMENT: The trainee identifies the following skills required for employment as a Word Processor:

1. The ability to type no less than 60 words per minute.
2. The ability to proofread.
3. The ability to manage a word processing system.
4. The ability to develop document formations.
5. The ability to follow office procedures.
6. The ability to spell, punctuate, and know correct grammatical usage.
7. The ability to maintain files and control logs.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee identifies typical duties most often done by a Word Processor.

ASSESSMENT: The trainee identifies the following duties:

1. Types a variety of complex data.
2. Utilizes the full scope of a word processor's capabilities.
3. Sets up format for a variety of data to be typed.
4. Maintains word processing files.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have knowledge of various office occupations.

INDICATOR: The trainee identifies skills, duties and entry level wages for various office occupations.

BENCHMARK: The trainee estimates entry level wages for various office occupations.

ASSESSMENT: Utilizing information provided by the Employment Development Department, the trainee locates entry level wages for the following occupations:

1. General Office Worker
2. Clerk Typist
3. Receptionist
4. Secretary
5. Word Processor

OFFICE POLICY

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates his ability to prepare items for mailing.

BENCHMARK: The trainee determines the proper postage for mail.

ASSESSMENT: The trainee successfully completes an exam which identifies the correct postage of various types of mail.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates the ability to perform duties required to answer telephone calls and receive visitors.

BENCHMARK: The trainee greets classroom visitors appropriately.

ASSESSMENT:

1. An instructor led discussion establishes the evaluation criteria for properly greeting classroom visitors.

2. During classroom training, the trainee demonstrates his ability to effectively:

   a. Greet classroom visitors.

   b. Introduce himself in a courteous manner.

   c. Introduce visitors to other personnel.

   d. Maintain a friendly business conversation with visitors and others.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates his ability to perform duties required to answer telephone calls and receive visitors.

BENCHMARK: The trainee answers the classroom telephone effectively.

ASSESSMENT: The trainee:

1. Takes responsibility for answering the classroom telephone when assigned to do so.
2. Avoids personal conversations.
3. Connects calls to other personnel.
4. Takes messages.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates the ability to conduct himself in a manner which is compatible with an office environment.

BENCHMARK: The trainee's verbal communication is appropriate.

ASSESSMENT:

1. An instructor led discussion establishes evaluation for appropriate verbal communication in an office environment.
2. During the vocational program, the trainee speaks:
   a. Using business vocabulary when discussing work assignments.
   b. Using language that is appropriate to an office setting.
   c. Using qualities of voice tone and verbal expression that are appropriate to an office setting.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates the ability to conduct himself in a manner which is compatible with an office environment.

BENCHMARK: The trainee wears office attire.

ASSESSMENT: The trainee selects clothing which is in accordance with the classroom dress code.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee has knowledge of standard office policy.

INDICATOR: The trainee demonstrates the ability to conduct himself in a manner which is compatible with an office environment.

BENCHMARK: The trainee's personal hygiene is acceptable.

ASSESSMENT:

1. An instructor led discussion establishes a consensus opinion for "acceptable personal hygiene standards."

2. During the vocational program, the trainee arrives at school;

   a. Appearing clean and groomed.
   b. With clothes neat and suitable for office work.
   c. With hair combed and conservatively styled.
   d. With finger nails clean and trimmed.

OFFICE TESTS

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to correctly complete various forms of office tests.

INDICATOR: The trainee demonstrates test taking abilities on tests of achievement.

BENCHMARK: The trainee takes tests measuring the following areas:

1. spelling
2. extent of vocabulary
3. English usage
4. punctuation
5. filing
6. level of reading comprehension
7. facility in using basic mathematic processes

ASSESSMENT: The trainee follows written instructions and correctly completes an office clerical test for each of the above areas.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to correctly completes various forms of office tests.

INDICATOR: The trainee demonstrates test taking abilities on tests of capacities or aptitudes.

BENCHMARK: The trainee solves problems:

1. in number relations,
2. analogies, and
3. recognition of spatial relationships.

ASSESSMENT: The trainee follows written instructions and correctly completes an office clerical test for each of the above areas.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to correctly completes various forms of office tests.

INDICATOR: The trainee demonstrates the ability to answer various question styles.

BENCHMARK: The trainee takes tests formulated by the following question styles:

1. true/false
2. multiple choice
3. short answer
4. completion

ASSESSMENT: The trainee follows written instructions and takes tests with the above question styles.

COMPETENCY AREA: MULTI-CLERICAL SKILLS

COMPETENCY STATEMENT: The trainee will have the ability to correctly completes various forms of office tests.

INDICATOR: The trainee demonstrates the ability to mark answers on various answer sheets

BENCHMARK: The trainee indicates answers according to one of the following:

1. Marks the numerical or alphabetic box either by an "X" or by filling in the box.
2. Uses underlines or circles.
3. Writes the numerical or alphabetic response in the space provided.
4. Writes in a completion or short answer.

ASSESSMENT: The trainee follows written test instructions and marks answers appropriately.